



*Missouri Department of*  
**SOCIAL SERVICES**

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JEREMIAH W. (JAY) NIXON, GOVERNOR • BRIAN KINKADE, DIRECTOR

P.O. BOX 1827 • RAYBURN STATE OFFICE BUILDING • SACRAMENTO  
MO 65115-0827 • (573) 751-5222 • FAX: (573) 751-5222

December 1, 2016

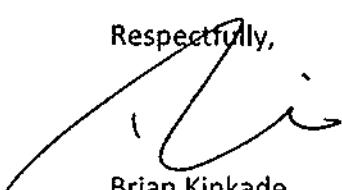
The Honorable Jeremiah (Jay) Nixon  
Governor  
State Capitol, Room 216  
Jefferson City, MO 65101

Dear Governor Nixon:

Attached you will find the Family Support Division, Child Support Enforcement's Centralized Collection Progress Report. According to RSMo 454.565, the division is required to report to the General Assembly regarding the Family Support Center by December 1<sup>st</sup> of each year.

If you have any questions please contact Pat Luebbering at 573-751-5222.

Respectfully,



Brian Kinkade  
Director

BK/ju  
Enclosure

RELAY MISSOURI  
FOR HEARING AND SPEECH IMPAIRED  
1-800-735-2466 VOICE • 1-800-735-2966 TEXT PHONE

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www.dss.mo.gov • 873-51438 • 573-751-5222

December 1, 2016

The Honorable Todd Richardson  
Speaker of the House  
State Capitol, Room 308  
Jefferson City, MO 65101

Dear Speaker Richardson:

Attached you will find the Family Support Division, Child Support Enforcement's Centralized Collection Progress Report. According to RSMo 454.565, the division is required to report to the General Assembly regarding the Family Support Center by December 1<sup>st</sup> of each year.

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JEFFERSON CITY, MO 65101-1527 • 573-751-5222 • FAX: 573-751-5230

December 1, 2016

The Honorable Ron Richard  
President Pro Tem  
Missouri Senate  
State Capitol, Room 326  
Jefferson City, MO 65101

Dear President Pro Ron Richard:

Attached you will find the Family Support Division, Child Support Enforcement's Centralized Collection Progress Report. According to RSMo 454.565, the division is required to report to the General Assembly regarding the Family Support Center by December 1<sup>st</sup> of each year.

If you have any questions, please contact Pat Luebbering at 573-751-5222.

Respectfully,



Brian Kinkade  
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**Family Support Payment Center (FSPC) Progress Report**  
**Family Support Division-Child Support Enforcement**  
**December 2016**

As a result of state fiscal year (SFY) 2004 budget actions, the former Division of Child Support Enforcement (now “Family Support Division”), within the Department of Social Services, transferred Missouri’s centralized support collection functions (the state disbursement unit) to the Department of Revenue in SFY 2004. Systems and Methods, Inc., through a contract with the Department of Revenue operates the state disbursement unit referred to as the Family Support Payment Center (FSPC). The Family Support Division, the IV-D agency for the State of Missouri, continues to retain statutory responsibility and accountability for the FSPC.

The FSPC operates six days per week, averaging 11 hours per day. The FSPC receives payments in their computer system on the day received. Nightly, the FSPC system interfaces electronically with the Missouri Automated Child Support System (MACSS) to post payments. Once posted to a member, case or order number, MACSS distributes payments and produces a disbursement file. The following morning, MACSS transmits the disbursement file to the FSPC. The FSPC then disburses ninety-eight percent (98%) of payments to recipients electronically by direct deposit or on his or her prepaid card. The remaining two percent (2%) of disbursements are made by check.

The FSPC uses electronic methods to receive and disburse support funds.

- Electronic methods available for transmitting funds to the FSPC include:
  - On-line payment transmission;
  - Electronic funds transfer (EFT)/electronic data interchange (EDI); and
  - Automatic withdrawal from a designated bank account.
- Credit Card payments
- Electronic methods available for receiving support funds from the FSPC include:
  - Direct deposit to a designated bank account; and
  - Electronic transfer to the prepaid card. (Currently approximately 187,000 payees receive payments on the prepaid card).

Current average production operating statistics are as follows:

- Paper receipts processed per day: 3,105 (average low) to 17,078 (average high) \*
- Dollar value of paper receipts processed per day: \$494,666 (average low) to \$3,088,826 (average high). \*
- Average turnaround time (posting to disbursement): 24 hours.
- Collection exceptions, such as unidentified items and insufficient funds, are resolved within five business days of receipt 100% of the time.
- Average electronic receipts processed daily: 10,049
- Average dollar value of electronic receipts processed per day: \$1,582,872.

\* Does not include electronic receipts.

Systems and Methods, Inc., provides a call center for FSPC questions and customer service. Current average customer service operating statistics are as follows:

- Total average calls answered per day: 327

- Average calls per day from employer line: 5
- Average calls per day from state agency line: 3
- Average calls per day from parent line: 318
- Average percentage rate of calls answered by first ring: 100%
- Average correspondence resolved per day: 368  
Correspondence that requires action by state agency, circuit clerk, or prosecuting attorney is forwarded to the appropriate entity within 48 hours.

Pricing under the current contract, awarded April 2013 and effective October 2013, is as follows:

- 65 cents to process an electronic receipt or paper receipt.
- 30 cents to disburse a paper check and 15 cents to disburse a direct deposit. Electronic disbursements to the prepaid card are free.

FSPC expenditures incurred are as follows:

	<u>Implementation Cost</u>	<u>Postage</u>	<u>Customer Service</u>	<u>Transactions (Paper/EFT)</u>
FY 00*	\$1,400,000		\$306,726	\$3,401,769
FY 01			\$669,226	\$6,503,106
FY 02			\$933,038	\$6,893,585
FY 03			\$722,397	\$7,150,827
FY 04		\$128,723	\$695,632	\$7,270,332
FY 05		\$442,158	\$245,326	\$6,733,088
FY 06		\$437,644	\$248,232	\$6,747,288
FY 07		\$476,741	\$237,174	\$4,577,450
FY 08		\$505,830	\$252,575	\$4,609,693
FY 09		\$536,805	\$268,255	\$4,664,311
FY 10		\$562,178	\$222,814	\$4,130,544
FY 11		\$549,528	\$189,136	\$4,121,975
FY 12		\$554,994	\$183,394	\$4,133,332
FY 13		\$546,961	\$168,486	\$4,007,078

	<u>Postage</u>	<u>Customer Service</u>	Transactions <u>(Paper/EFT)</u>
FY 14	\$556,220	\$163,553	\$3,247,440
FY 15	\$481,642	\$116,370	\$3,062,198
FY16	\$455,490	\$103,267	\$3,110.281
FY17 (through October)	\$141,825	\$32,191	\$1,025,618

\*The FSPC began operating in October of 1999.

The FSPC began sending billing statements and coupons to noncustodial parents in August 2003.